

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Agriculture and Food	Application Services	Dustin Crump	0 0	2 0	2 0
		Paul Lundell	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Campus Networking	Jordy Davis	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0
	Help Desk	James Stearns	0 0	1 1	1 1
		Julie VanBeekum	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	2 2	2 2
	Metro D Desktop Support	Jon Hager	4 4	62 61	66 65
		<b>Assigned to Individual Total</b>	4 4	62 61	66 65
	Metro D Help Desk	Doug Brown	0 0	1 1	1 1

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

			High	Low	FCR Total
Agriculture and Food	Metro D Help Desk	John Robinson	0 0	2 1	2 1
		Assigned to Individual Total	0 0	3 2	3 2
	Rural South Desktop Support	Doug Thornton	0 0	2 1	2 1
		Lance Nay	0 0	2 2	2 2
		Assigned to Individual Total	0 0	4 3	4 3
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		4 4	77 69	81 73
Customer Company Total			4 4	77 69	81 73

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Agriculture and Food	Application Services	Dustin Crump	0 0	2 0	2 0
		Paul Lundell	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Campus Networking	Jordy Davis	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0
	Help Desk	James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro D Desktop Support	Jon Hager	4 0	62 1	66 1
		<b>Assigned to Individual Total</b>	4 0	62 1	66 1
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

			High	Low	MIR Total
Agriculture and Food	Metro D Help Desk	John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Rural South Desktop Support	Doug Thornton	0 0	2 0	2 0
		Lance Nay	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		4 0	77 1	81 1
Customer Company Total			4 0	77 1	81 1

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Agriculture and Food	Application Services	Dustin Crump	0 0.00	2 0.19	2 0.19
		Paul Lundell	0 0.00	1 0.38	1 0.38
		<b>Assigned to Individual Total</b>	0 0.00	3 0.25	3 0.25
	Campus Networking	Jordy Davis	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00
	Help Desk	James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.03	1 0.03
		<b>Assigned to Individual Total</b>	0 0.00	2 0.01	2 0.01
	Metro D Desktop Support	Jon Hager	4 0.00	62 0.02	66 0.02
		<b>Assigned to Individual Total</b>	4 0.00	62 0.02	66 0.02
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

			High	Low	ATTIR Total
Agriculture and Food	Metro D Help Desk	John Robinson	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Rural South Desktop Support	Doug Thornton	0 0.00	2 0.15	2 0.15
		Lance Nay	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	4 0.07	4 0.07
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.06	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	1 0.06
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 0.91	1 0.91
		Assigned to Individual Total	0 0.00	1 0.91	1 0.91
	Assigned Group Total		4 0.00	77 0.04	81 0.04
Customer Company Total			4 0.00	77 0.04	81 0.04

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Agriculture and Food	Application Services	Dustin Crump	0 0	2 0	2 0
		Paul Lundell	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Campus Networking	Jordy Davis	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0
	Help Desk	James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Metro D Desktop Support	Jon Hager	4 0	62 0	66 0
		<b>Assigned to Individual Total</b>	4 0	62 0	66 0
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

			High	Low	MR Total
Agriculture and Food	Metro D Help Desk	John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Rural South Desktop Support	Doug Thornton	0 0	2 0	2 0
		Lance Nay	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		4 0	77 0	81 0
Customer Company Total			4 0	77 0	81 0



# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Agriculture and Food	Application Services	Dustin Crump	0 0.00	2 0.37	2 0.37
		Paul Lundell	0 0.00	1 0.71	1 0.71
		<b>Assigned to Individual Total</b>	0 0.00	3 0.49	3 0.49
	Campus Networking	Jordy Davis	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00
	Help Desk	James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	1 0.17	1 0.17
		<b>Assigned to Individual Total</b>	0 0.00	2 0.08	2 0.08
	Metro D Desktop Support	Jon Hager	4 0.00	62 0.03	66 0.02
		<b>Assigned to Individual Total</b>	4 0.00	62 0.03	66 0.02
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

			High	Low	ATTR Total
Agriculture and Food	Metro D Help Desk	John Robinson	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Rural South Desktop Support	Doug Thornton	0 0.00	2 0.15	2 0.15
		Lance Nay	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	4 0.07	4 0.07
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.28	1 0.28
		Assigned to Individual Total	0 0.00	1 0.28	1 0.28
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 1.60	1 1.60
		Assigned to Individual Total	0 0.00	1 1.60	1 1.60
	Assigned Group Total		4 0.00	77 0.07	81 0.07
Customer Company Total			4 0.00	77 0.07	81 0.07

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

### Detail

<b>INC000000469070</b>	Dave Daniels Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000469914</b>	Kristopher Watson Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000470869</b>	Larry Lewis Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer High	TIR Missed: No TTR Missed: No	0.00
<b>INC000000470876</b>	Kathleen Mathews Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000470881</b>	Delia Tracey Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000470885</b>	Kyle Stephens Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000471413</b>	Amy Davidson Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000471419</b>	Phillip Crowther Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000471421</b>	Phillip Crowther Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000471425</b>	Richard W Clark Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000473054</b>	Steven Wright Campus Networking	None Jordy Davis	None Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000473062</b>	Bracken Davis Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000473063</b>	Dave Daniels Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000473065</b>	Cody Huft Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000473067</b>	Ronald Larsen Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00
<b>INC000000473068</b>	Delia Tracey Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

<b>INC000000473073</b>	Steven Wright	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473074</b>	Delia Tracey	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473903</b>	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473907</b>	Karen Parkes	None	None	None		TIR Missed: No	0.20
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.20
<b>INC000000473909</b>	Karen Parkes	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473910</b>	William Boyce	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473913</b>	Bracken Davis	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473917</b>	Clark Burgess	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473922</b>	Steven Wright	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000473923</b>	Kyle Stephens	Application	Reporting	Ipads		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
<b>INC000000474177</b>	Cody James	None	None	None		TIR Missed: No	0.38
	Application Services	Paul Lundell	Agriculture and Food	Low	Closed	TTR Missed: No	0.71
<b>INC000000474909</b>	Cody James	Application	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000475411</b>	Rich Riding	Application	Password	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000475419</b>	Carla Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000475427</b>	Bruce King	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000475430</b>	Dave Daniels	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000475433</b>	Carla Johnson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

<b>INC000000476917</b>	Delia Tracey	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000476921</b>	Bracken Davis	Application	Reporting	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000476924</b>	Kathleen Mathews	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000476928</b>	Matt Bailey	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000476929</b>	Bill Hopkin	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000477038</b>	Stephen Ogilvie	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000477115</b>	Wade Campbell	Telecom	Voice Mail	Telephone	TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Agriculture and Food	Low Closed	TTR Missed: No	0.28
<b>INC000000477793</b>	Larry Lewis	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High Closed	TTR Missed: No	0.00
<b>INC000000477799</b>	Rebecca Nielsen	Network	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000477800</b>	Larry Lewis	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High Closed	TTR Missed: No	0.00
<b>INC000000477847</b>	Cody James	Telecom	Hardware	Telephone	TIR Missed: No	0.91
	Voice/Data/WAN Services	Spencer Blodgett	Agriculture and Food	Low Closed	TTR Missed: No	1.60
<b>INC000000478795</b>	Brady Weaver	None	None	None	TIR Missed: No	0.30
	Rural South Desktop Support	Doug Thornton	Agriculture and Food	Low Resolved	TTR Missed: No	0.30
<b>INC000000479599</b>	Brett Gurney	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000479603</b>	Raymond Loveless	Application	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000479607</b>	Bracken Davis	Application	Reporting	Microsoft Visio	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000479616</b>	Brady Weaver	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000479617</b>	Kathleen Mathews	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

<b>INC000000479887</b>	Robert Erickson	Application	Password	Utah Master Directory	TIR Missed: No	0.03
Help Desk	Julie VanBeekum	Agriculture and Food	Low	Resolved	TTR Missed: No	0.17
<b>INC000000480274</b>	Roger Brian	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000480335</b>	Kyla Wilkins	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000480677</b>	Mohammed Sharaf	PC/Laptop	Hardware	None	TIR Missed: Yes	1.03
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	1.30
<b>INC000000481311</b>	Bill Hopkin	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000481319</b>	Pat Nelson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000482207</b>	Mohammed Sharaf	Application	Password	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000482208</b>	Gordon Brown	Application	Password	PGP	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000482210</b>	Claudette Walcott	Application	Reporting	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000482217</b>	Jeremy Peterson	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000483153</b>	Warren Hess	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000483951</b>	Sushma Karna	Application	Password	PGP	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000483952</b>	Dave Daniels	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000483957</b>	Jay Schvaneveldt	Application	Password	PGP	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000484388</b>	John Little	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000485813</b>	Jay Schvaneveldt	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000485821</b>	Marjorie Moore	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report March 2012

As of 4/2/2012

## Agriculture and Food

<b>INC000000485827</b>	Henry Nahalewski	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000486512</b>	Shelly Jensen	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000486786</b>	Roger Brian	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000486913</b>	Michael Willardson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000486916</b>	Marjorie Moore	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000486918</b>	Tamra Watson	Application	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000486924</b>	Jan Reinhart	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000486931</b>	Delia Tracey	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000487058</b>	Robert Hougaard	Application	Password	Gmail	TIR Missed: No	0.22
	Application Services	Dustin Crump	Agriculture and Food	Low Resolved	TTR Missed: No	0.33
<b>INC000000487266</b>	Carla Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000488084</b>	Mary Jane Vanderlinden	Application	Reporting	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000488087</b>	Mary Jane Vanderlinden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000488089</b>	Richard W Clark	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000488422</b>	Mark Quilter	Mobile Devices	None	Gmail	TIR Missed: No	0.16
	Application Services	Dustin Crump	Agriculture and Food	Low Resolved	TTR Missed: No	0.42